

#### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

## Top Number - Total Incidents Bottom Number - First Contact Resolution

Customer Company	Low	FCR Total		
GOED	19 4	19 4		
Customer Company Total	19 4	19 4		



### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

## Top Number - Total Incidents Bottom Number - Missed Inital Response

Customer Company	Low	MIR Total	
GOED	19 0	19 0	
Customer Company Total	19 0	19 0	



### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

## Top Number - Total Incidents Bottom Number -Average time in hours

Customer Company	Low	ATTIR Total
GOED	19 0.09	19 0.09
Customer Company Total	19 0.09	19 0.09



#### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

## Top Number - Total Incidents Bottom Number - Missed Resolution

Customer Company	Low	MR Total	
GOED	19 1	19 1	
Customer Company Total	19 1	19 1	



### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

## Top Number - Total Incidents Bottom Number - Average time in hours

Customer Company	Low	ATTR Total		
GOED	19 4.59	19 4.59		
Customer Company Total	19 4.59	19 4.59		

GOED		ī
GOED		

### Detail

INC000000407182	Leigh Von Der Esch	None	None	None		TIR Missed: No	TIR:	0.07
Application	Services	Danielle Hood	GOED	Low	Closed	TTR Missed: Yes	TTR:	73.64
INC000000407644	Vicki Allison	Application	None	None		TIR Missed: No	TIR:	0.00
Metro A He	lp Desk	Liz Evans	GOED	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000408341	Gael Hill	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Des	sktop Support	Chad Poll	GOED	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000408476	Roxanne Graham	None	None	None		TIR Missed: No	TIR:	0.00
Metro A De	sktop Support	Mike Wilde	GOED	Low	Closed	TTR Missed: No	TTR:	0.00
INC00000408952	Craig Peterson	None	None	None		TIR Missed: No	TIR:	0.00
Metro A De	sktop Support	Burton Brown	GOED	Low	Closed	TTR Missed: No	TTR:	0.02
INC00000410072	Patty Conner	None	None	None		TIR Missed: No	TIR:	0.00
Metro A De	sktop Support	Burton Brown	GOED	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000410134	Tamy Dayley	None	None	None		TIR Missed: No	TIR:	0.00
Metro A De	sktop Support	Burton Brown	GOED	Low	Closed	TTR Missed: No	TTR:	0.02
INC00000410989	Roxanne Graham	None	None	None		TIR Missed: No	TIR:	0.65
Help Desk		Sarah Johnson	GOED	Low	Closed	TTR Missed: No	TTR:	0.78
INC000000412604	Michael Sullivan	PC/Laptop	Error	Microsoft Window	/s 7	TIR Missed: No	TIR:	0.00
Metro A De	sktop Support	Burton Brown	GOED	Low	Closed	TTR Missed: No	TTR:	1.99
INC000000412604	Michael Sullivan	PC/Laptop	Error	Microsoft Window	/s 7	TIR Missed: No	TIR:	0.00
Metro A De	sktop Support	Burton Brown	GOED	Low	Closed	TTR Missed: No	TTR:	1.99
INC000000413608	Greg Slater	None	None	None		TIR Missed: No	TIR:	0.00
Metro A De	sktop Support	Burton Brown	GOED	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000414687	Bill Colbert	None	None	None		TIR Missed: No	TIR:	0.00
Metro A De	sktop Support	Burton Brown	GOED	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000415203	Christopher Conabee	Mobile Devices	Error	lpads		TIR Missed: No	TIR:	0.06
Application	Services	Dustin Crump	GOED	Low	Closed	TTR Missed: No	TTR:	0.50
INC000000415328	Greg Slater	None	None	None		TIR Missed: No	TIR:	0.00
Metro A De	sktop Support	Burton Brown	GOED	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000418481	Chad Davis	Application	None	Novell GroupWise	<del></del>	TIR Missed: No	TIR:	0.27
Application	Services	Paul Lundell	GOED	Low	Resolved	TTR Missed: No	TTR:	4.00
INC000000418483	Chad Davis	None	None	None		TIR Missed: No	TIR:	0.21
Help Desk		Sarah Johnson	GOED	Low	Resolved	TTR Missed: No	TTR:	0.36

### **Enterprise Incident Report November 2011**

As of 12/5/2011

# GOED

INC000000421124	Leigh Von Der Esch	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.07
Capitol De	sktop Support	Scott Wunderlich	GOED	Low Resolve	d TTR Missed: No	TTR:	3.48
INC000000421152	Amy Hamblin	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.07
Metro A He	elp Desk	Ed Conrad	GOED	Low Resolve	d TTR Missed: No	TTR:	0.13
INC000000422923	Roxanne Graham	Network	Incident	None	TIR Missed: No	TIR:	0.23
Metro A De	esktop Support	Mike Wilde	GOED	Low Resolve	d TTR Missed: No	TTR:	0.23